



**Battalion Chief
Rick Howard**

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Fully involved

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CORE VALUES

When I look at photos of men from my grandfather's and even my dad's generation, I can see a sense of purpose in the eyes of those men. I had an Uncle that worked for the Chicago Fire Department. How cool would that have been to be a part of one of the biggest departments in the United States? When I look at the only picture I have of him, he's leaning up against a fire department station wagon and makes it look good. Yet when I look at men today, I often don't sense that kind of steely focus. Instead, I see dudes who are just sort of drifting along whichever way life pulls them. I think that this is a huge reflection of the "kids these days" that they want to have right now what I have worked a lifetime for. There are numerous factors why men are just sort of drifting by today. Changes in the economy and societal shifts in regards to gender are definitely two major factors. But, let's be honest. There's not much a man, let alone a man stuck in neutral, can do about these things. So, in this article I would like to focus on something that we all have the power to control: our core values.

Recently, you might remember that, as a crew, your captain sat you down with some core values on cards and you went through them and decided on what core values you felt were important for Lehi City Fire Department. As administrative staff, chiefs, captains, and Angie we made a list of all of the suggestions that we got from all of the crews and decided on five core values that were the most common. It was interesting to see that the core values the department picked out were very similar to the ones the officers picked out. This is a good thing. Keep in mind that defining our values gives us purpose. When you don't know or you haven't clearly defined your values, you end up drifting along in life. Instead of basing your decisions on your internal compass, you make choices based on circumstances and social pressures. You end up trying to fulfill other people's expectations instead of your own. Before you know it, life has passed you by and you haven't even started to live.

So let's discuss what the definition of a core value is, and how and why we should have our own set and a set for our department. Some of the more obvious things core values do for us is they prevent us from making bad choices. If you haven't taken an ethics and values class, you should. Core values give us confidence. If you take the time to really think and meditate upon what you value as a person and then write those things down, you will be more likely to have the courage and confidence to make choices based on those values. There's something about actually writing down your values that makes you more committed to living them. When you're sure of your core values, decision making becomes much simpler. When faced with a choice, you simply ask yourself, "Does this action align with my values, my family values, or the values of my department?" If it does, you do it. If it doesn't, you don't. Instead of fretting over what's the best thing to do, and standing wishy-washy in times of crisis, you

simply let your internal compass guide you. In my Executive Development class at the National Fire Academy, we had a very intensive discussion about core values. It was informative to hear other chief officers explain what their core values were and how they developed them. It is neat to get that national perspective. We were asked to pick out ten core values from a list and then whittle them down to five. Our instructor took it a little further and asked us if we could pick just one core value, it was close to impossible. Ideally your core values complement each other.

Keeping in mind that core values of an organization are those values we hold which form the foundation on which we perform work and conduct ourselves. The core values that Lehi City Fire Department employees have chosen, yes you as a department member chose them, are: Dedication, Honesty, Integrity, Knowledge, and Professionalism. It is important to remember that core values are not descriptions of the work we do or the strategies we employ to accomplish our mission. The values underlie our work, how we interact with each other, and which strategies we employ to fulfill our mission. The core values are the basic elements of how we go about our work. They are the practices we use (or should be using) every day in everything we do.

Let's look at each one to get a better understanding of it and why it was chosen.

Dedication: the act of dedicating, the state of being dedicated. Being dedicated means to be "wholly committed to something, as to an ideal, political cause, or personal goal." Dedication is when you give yourself to something, and you vow to see it through completely to the end. You won't give up, you make sure whatever task you are seeing, gets finished.

Honesty: the quality or fact of being honest; uprightness and fairness. Freedom from deceit or fraud. William Shakespeare said, "Honesty is the best policy. If I lose mine honor, I lose myself." "Nuf" said.

Integrity: adherence to moral and ethical principles; soundness of moral character; honesty. Think about this one; a sound, unimpaired, or perfect condition. The Latin root of the word integrity is similar to that for integer, meaning whole number. The concept of wholeness or consistency is clearly relevant. For now, we shall take "behavior and decisions which are consistently in line with our principles" as our working definition of acting with integrity.

Knowledge: the fact or condition of knowing something with familiarity gained through experience or association, acquaintance with or understanding of a science, art, or technique. It is written that knowledge is the "capacity to act." The growth and survival of anyone, especially those in this line of work, depends upon knowledge. It leads to the excellence of the mind. It enables us to give sound judgment. We need it, use it, and share it, each and every day. There is no end to the gaining of knowledge; it is only the foolish man who thinks he knows everything.

Professionalism: the conduct, aims, or qualities that characterize or mark a profession or a professional person. How you look, talk, write, act and work determine whether you are a professional or an amateur. Society does not emphasize the importance of professionalism, so people tend to believe that amateur work is normal. Many businesses accept less-than-good results. It's NOT the job you do; it's HOW you do the job. Schools graduate students who cannot read. You can miss 15% of the driving-test answers and still get a driver license. "Just getting by" is an attitude many people accept. But it is the attitude of amateurs.

So to wrap this up, these are the values chosen by you as an employee of Lehi City Fire Department. They ARE yours! YOU picked them, and the department has embraced them. Hopefully they are values that you value.

"The highest form of ignorance is to reject something you know nothing about." Dr. Wayne W. Dyer

OFFICE SPACE

For those that know me well, know that I can come up with some pretty wacky ideas. And most of these ideas are spawned in the oddest places...i.e. the bathroom, weight room, ski lift, etc. This idea is no different. The genesis of this article takes place while slaving away on the treadmill while watching the cult classic movie "Office Space."

In the course of my fire service career, sadly, I have learned more from the bad managers than from the good managers. "Office Space" is the perfect example of employee-employer relationships...even if a little extreme. The movie gives us a look at the workplace through the eyes of disenchanted employees. And, eccentric as the characters seem, they provide some valuable advice on some common managerial pit falls.



Captain Jake Beck

"If you want me to wear more flair, then say wear more flair!"

Joanna, an increasingly disgruntled restaurant employee, expresses her frustration with her manager's passive-aggressive attempts to encourage her to add a few more buttons or "flair," to her apron through an explosive display of emotion and carefully selected hand gestures. Passive-aggressive communication is easily misunderstood and never appreciated. That's why it's best to clearly and directly tell an employee what you expect from them instead of dropping hints and hoping they eventually figure it out.

"I have eight bosses. So, when I make a mistake, I have eight people coming by to tell me about it."

Peter vents his frustration with the excessive amount of supervision he is forced to work under to workplace consultants hired to streamline and improve productivity within the company. Having to be reminded all day long about a small mistake can be stressful for an employee, and it can really take a toll on their productivity. So, it's important to have a well defined chain of command within the department.

"We fixed the glitch. He won't be receiving a paycheck anymore. So, the problem should work itself out naturally."

Milton, a meek, obsessive, and often overlooked employee, was supposed to have been fired months ago, but was still receiving a paycheck due to an accounting glitch. Management decided to simply fix the glitch and let Milton figure out on his own that he was out of a job instead of risking a confrontation. But, avoiding conflict is never the right solution. The best approach to take when you're forced to let someone go is to be up front and honest. Avoiding problems won't make them disappear, it only makes them bigger.

"Yeeeeeah, we're gonna need to go ahead and move you downstairs into storage B."

It's probably safe to assume that Milton felt a little underappreciated when an ever increasing pile of boxes slowly pushed him out of his cube and into the basement. Sometimes, something as insignificant as asking an employee to store some boxes in their cube or to switch desks with a co-worker can be misconstrued as a reflection on their value within the company. Be sure to communicate the reasoning behind such actions to avoid causing any confusion or insecurity among your staff.

"I could set the building on fire."

Everyone has their breaking point. However, most of us don't take as aggressive of an approach to expressing it as Milton did when he burned down the building. Remember to take time to show your employees how much you appreciate them and the work they do. It can go a long way toward keeping your crew happy and productive.

Our department's employees are probably not quite as eccentric as the characters in Office Space, but that doesn't mean you can't learn from these management mistakes. Remember, leadership is a big responsibility that requires earning the trust and respect of your team. So, if you find your management style resembles those from the movie, you may be setting yourself up for a starring role in the Office Space sequel.

CURRENT EVENTS



Firefighter Shad Hatfield

Stephen Johnson and Darren Wright completed Paramedic School and have passed their certification tests. Congratulations Stephen and Darren on a job well done. Stephen Johnson...Firefighter / Paramedic, Darren Wright...Firefighter / Paramedic...kind of has a nice ring to it!

Patrick Cullen recently attended a 4 day long fire investigation class, put on by the International Association of Arson Investigators (IAAI). This will add to his growing knowledge of investigation skills. Good job Patrick!

It's that time of the year again! Time to start preparing for the Timp Trail Marathon & Half Marathon. Once again there will be a public safety team competition (4 per team) for the full marathon. Pricing and more information to follow soon!! This is just your early warning, you know, so you don't have an



March Birthdays

Trevor Dorton - 3/4
Rick Howard - 3/15
Jared Carlson - 3/20
T Hover - 3/25



LEHI FIREMEN'S ASSOCIATION

SPOTLIGHT

As an Association we embark on a new year and chapter within The Lehi Firemen's Association. We would like to welcome new members Tim W. Robinson and Secretary Angie Andrus. Also, if you have not filled out an application to join, please fill one out and get it turned into myself, Randy Wells, or Kevin Beck. Thank you to all who attended last months meeting that was held at Station 82. We have many items to take care of this year and appreciate your input, participation, and patience. You may have noticed a set of bylaws at both stations; it is our hope that we can institute newly updated bylaws this year. Our Association needs your help to make this happen. We will be in need of several members to institute a "bylaws" committee to create these updated bylaws. We also discussed the importance of a solid mission statement. If you have any ideas and would like to help with any of these assignments, please contact one of the board members. Committee's for future events will also be put together. It was decided by those in attendance at our meeting that we need to involve our spouses more in the creative process to put on successful events. This will greatly enhance the relationships between our spouses and forge new friendships. Feel free to get a hold of myself or any of the board members at anytime if you have ideas for the LFA sponsoring any events in the future. It is my hope that as an Association we can support one another and be ACTIVE in our community. Remember that the ultimate goal of the Lehi Firemen's Association is to foster a continued brotherhood amongst all members of The Lehi Fire Department. Our sympathies go out to a long time member of our Fire Department and Association Dean Kirkham after the passing of his wife Gloria Kirkham. A donation in her name was given to The Make-A-Wish Foundation per the request of her loved ones.



Firefighter Ryan Kimball

CALL TOTALS - December 2011


Station 81

Medical: 77
Fire: 25
Total: 102

Station 82

Medical: 36
Fire: 27
Total: 63

March 2012

Sun	Mon	Tue	Wed	Thu	Fri	Sat
				1 Training - Hybrid Vehicle Extrica- tion @ LPFD	2 Training - Hybrid Vehicle Extrica- tion @ LPFD	3 Bountiful Baskets Food Co-op - station 82
4	5 Payroll Mayday Training @ Station 82	6	7	8 Officer's Meeting @ station 82 Mayday Training @ Station 82	9	10 Bountiful Baskets Food Co-op - station 81 & 82
11	12 SRT Training- Structural Col- lapse	13	14 SRT Training- Structural Col- lapse	15 SRT Training- Structural Col- lapse CERT—First AID	16	17 Bountiful Baskets Food Co-op - station 81 & 82 
18	19 Payroll Mayday Training @ Station 82	20	21 Training - Ninth Brain Webinar	22	23	24 Bountiful Baskets Food Co-op - station 81 & 82
25	26	27	28	29	30	31